

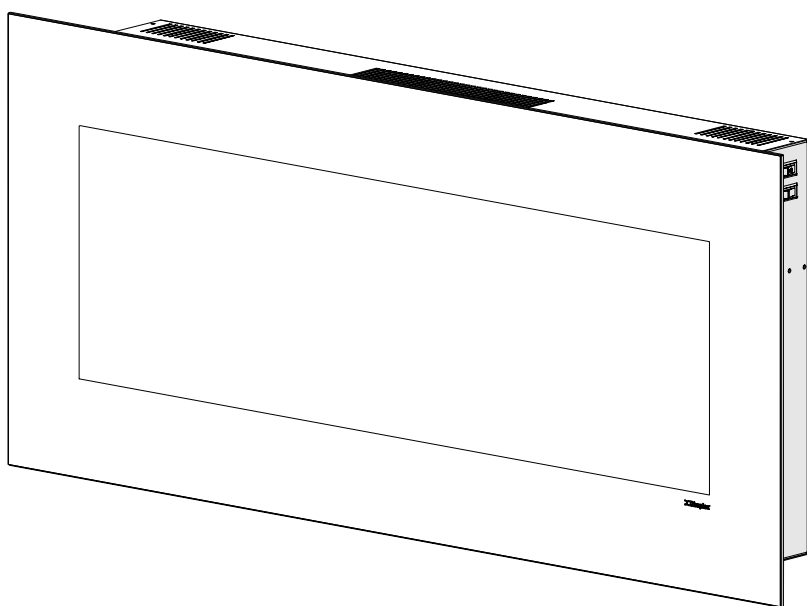


Better solutions through innovation

Service Manual

Model
DWF1203

Part Number
6908490100



IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

Dimplex North America Limited

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1-888-346-7539 • www.dimplex.com

In keeping with our policy of continuous product development, we reserve the right to make changes without notice.

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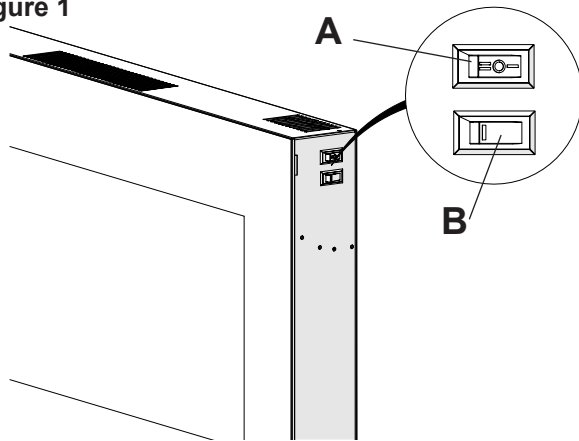
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Always use a qualified technician or service agency to repair this fireplace.

- ! **NOTE:** Procedures and techniques that are considered important enough to emphasize.
- ⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.
- ⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION

Figure 1



The manual controls for the electric fireplace are located on the right side of the unit (Figure 1).

A. 3-Position Switch

The switch has two (2) On positions marked with “ I ” and “ II ”. The “ I ” position is for manual operation. In this position the built-in remote control is bypassed.

The “ II ” position is for operating the unit with the provided remote control. When in “ II ” position the unit is operated with the ON and OFF buttons of the remote control.

When the switch is in the center (“ O ”) position the unit is off.

B. Heat On/Off Switch

The Heat On/Off Switch supplies power to the heater fan and the heater element.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by switching the 3-Position Switch to Off and waiting five (5) minutes before switching the unit back on.

CAUTION: If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

! NOTE: Ensure that the fireplace’s 3-Position Switch is set to the remote control setting (“ II ” position).

To operate, push the ON button to turn fireplace on, push the OFF button to turn the fireplace off.

! NOTE: Before attempting any operation with the remote control, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

Remote Control Initialization/Reprogramming

In the event that your remote control ceases to operate your fireplace, follow these steps to re-initialize the remote control and the remote control receiver in the fireplace:

1. Place the 3-Position Switch (Figure 1A) in the Off (“ O ”) position.
2. Wait a minimum of five (5) seconds and then place the 3-Position Switch in the Remote Control (“ II ”) position.
3. Within 10 seconds of changing the switch position, press the ON button located on the remote control (Figure 2).

This will synchronize the remote control and the remote control receiver.

! NOTE: You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

Battery Replacement

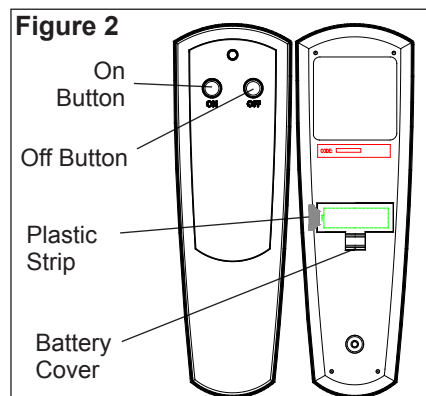
To replace the battery:

1. Slide battery cover open on the remote control (Figure 2).
2. Install one (1) 12-Volt (A23) battery in the battery holder.
3. Close the battery cover



Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

Figure 2



MAINTENANCE

⚠ WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

Partially Reflective Glass Cleaning

The Partially Reflective Glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the Partially Reflective Glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the Partially Reflective Glass can be cleaned with a damp cloth. The Partially Reflective Glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

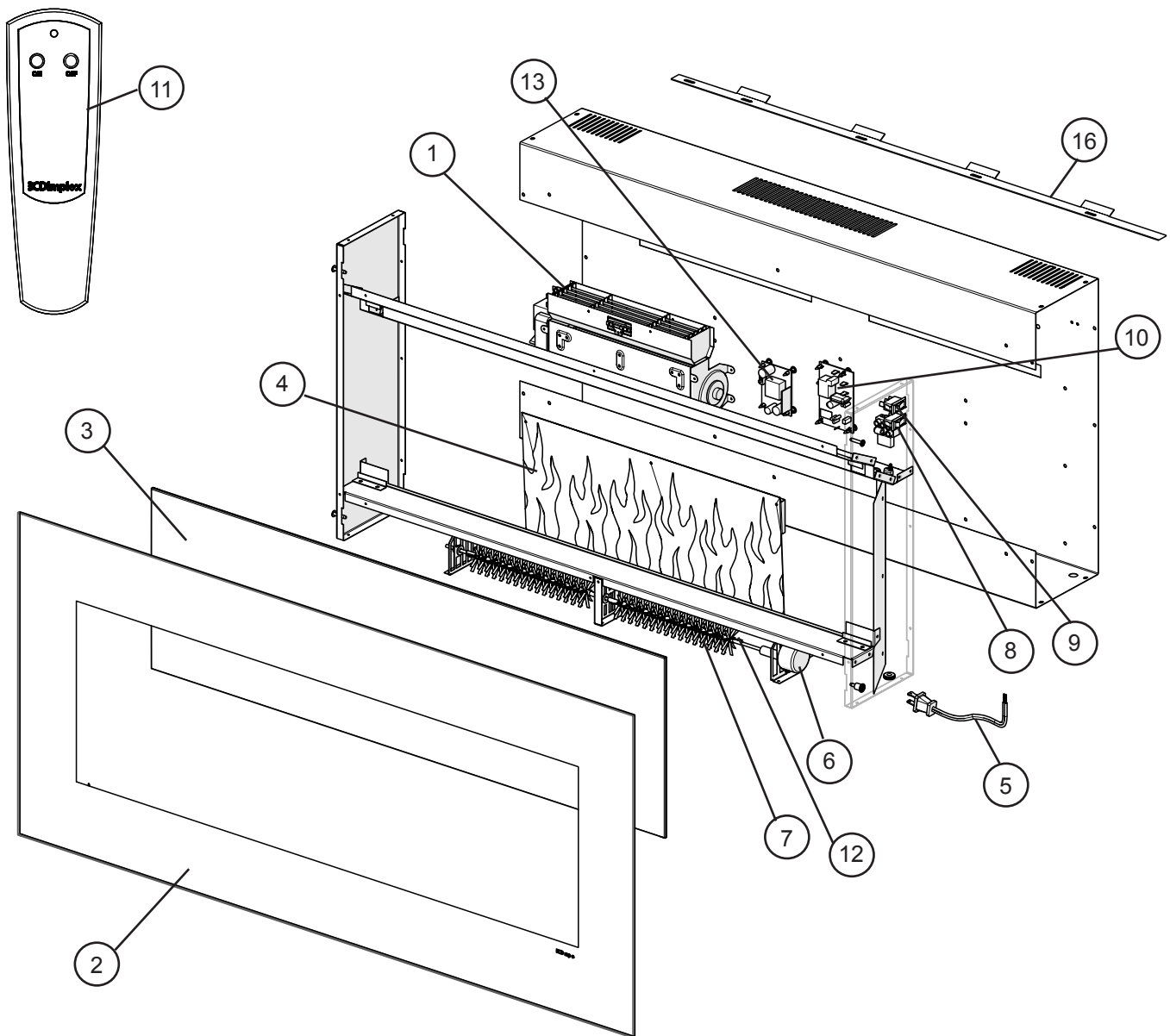
Fireplace Surface Cleaning

Use only a damp cloth to clean painted surfaces of the fireplace. Do not use abrasive cleaners.

Servicing

Except for installation and cleaning described in this manual, an authorized service representative should perform any other servicing.

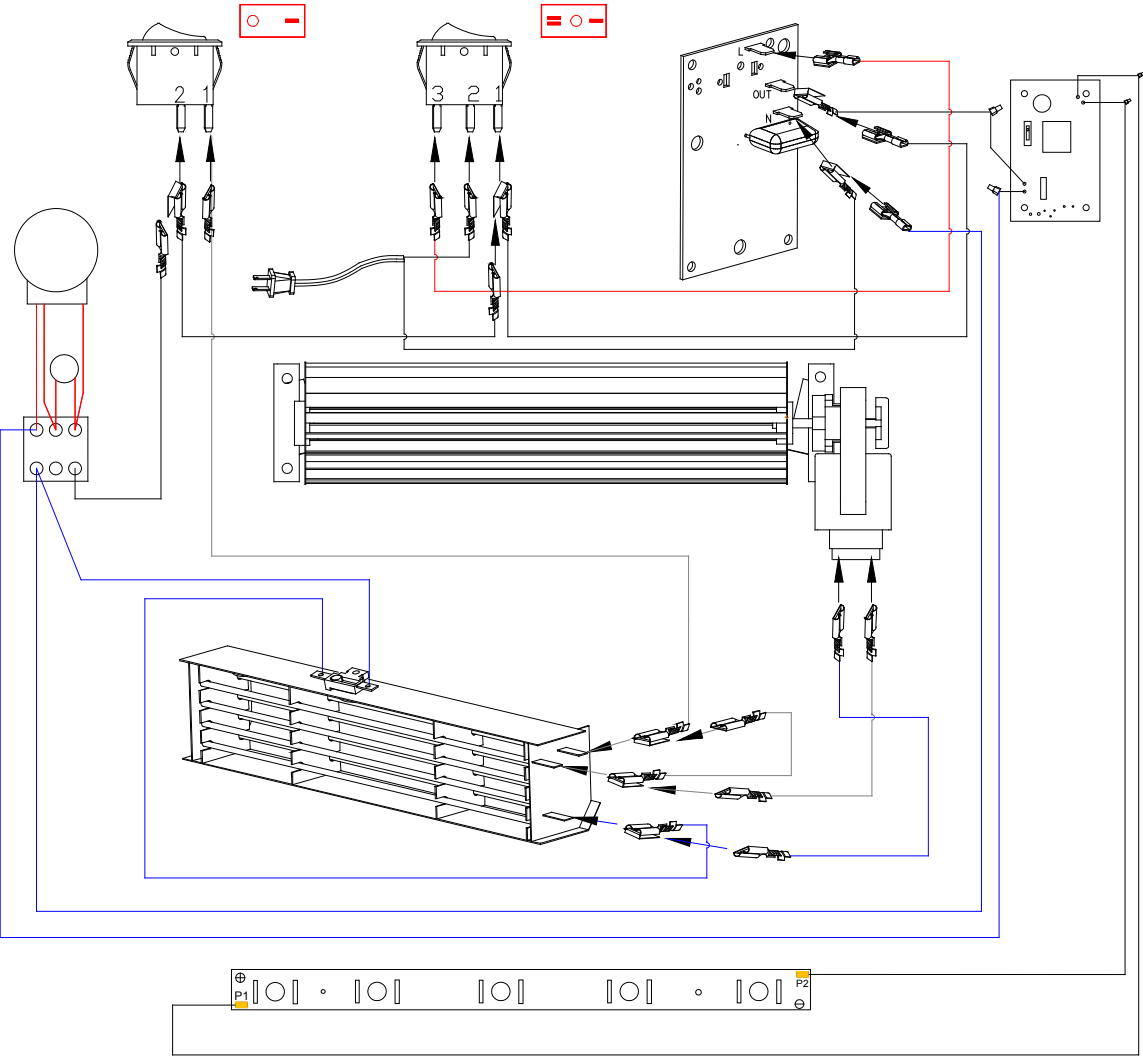
EXPLODED PARTS DIAGRAM



REPLACEMENT PARTS LIST

1. Heater Assembly (with Cutout)	2200490800RP	9. 3-Position Switch	2800070700RP
2. Front Glass	5902440100RP	10. Remote Control Receiver	3000380200RP
3. Partially Reflective Glass	5902420100RP	11. Remote Control	3000820100RP
4. Flame Panel	5902400100RP	12. LED Light Assembly	3000830100RP
5. Power Cord	4100010800RP	13. LED Driver Board	3000810100RP
6. Flicker Motor	2000210500RP	14. Glass Rocks	1400070100RP
7. Flicker Rod	5901070200RP	15. Mounting Hardware Kit	9600350100RP
8. Heater On/Off Switch	2800070200RP	16. Mounting Bracket	1017130259RP

WIRING DIAGRAM



SWITCH REPLACEMENT

Tools Required: Philips head screwdriver
Flat head screwdriver
Needle-nose pliers

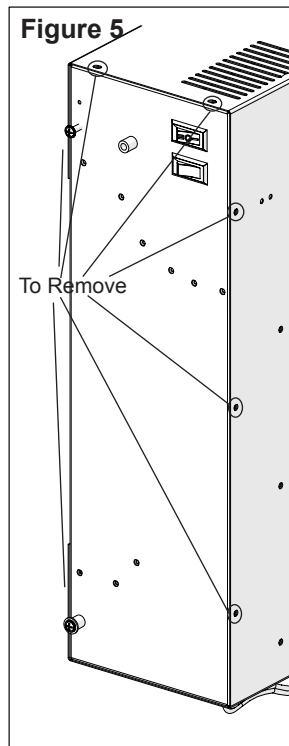
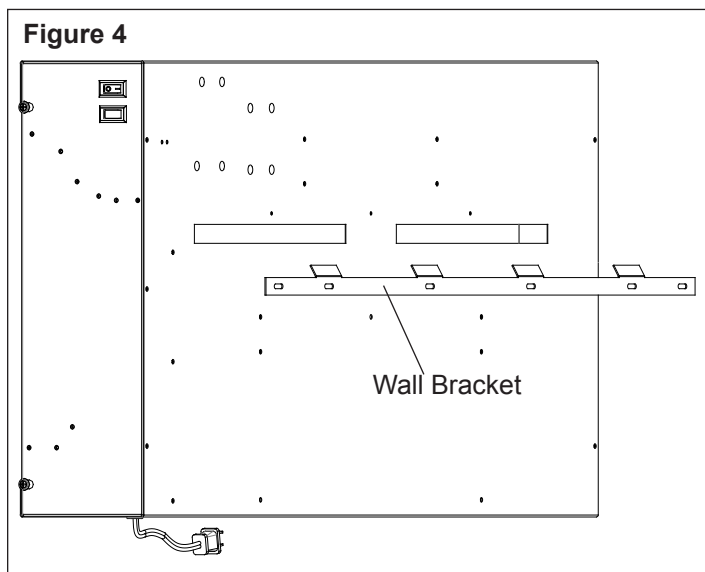
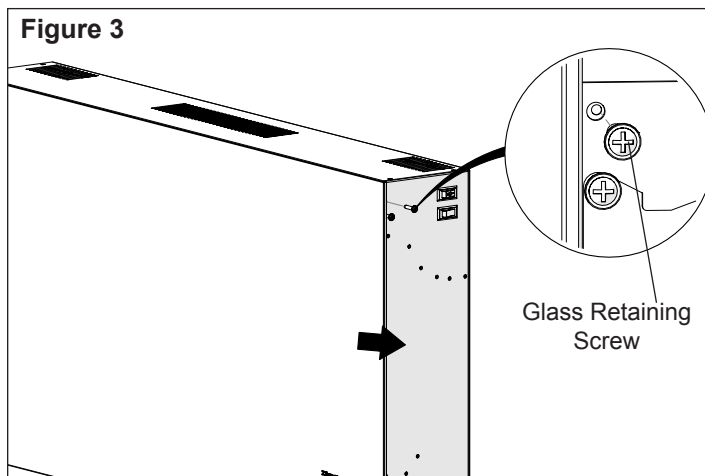
⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the glass media from the front tray.
3. Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).

4. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.



5. On the right end, with the switches, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the switches.
8. Remove the wires from the switch that needs to be replaced, noting the original location of each one.
- ! NOTE:** Use a flat head screwdriver to gently pry between the end of the connector and the switch to release the wires.
9. Squeeze the mounting tabs located on the top and bottom of the switch, to release the switch and push it out through the side panel of the fireplace. Note its original on/off position in the opening.

! NOTE: It may be helpful to use needle-nose pliers for a better grip and squeeze the mounting tabs simultaneously, then push the switch outward. Alternatively, a flat head screw driver can be used to press the each mounting tab down individually and pushing the switch out, alternating sides until the switch is released from its position.

10. Replace the original switch with the new switch, ensuring the correct orientation.
11. Reconnect the wires according to their original configuration.
12. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

⚠ CAUTION: Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

PARTIALLY REFLECTIVE GLASS REPLACEMENT

Tools Required: Philips head screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the glass media from the front tray.
3. Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

5. On the right end, with the switches, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the switches.
8. Gently guide the partially reflective glass out the open side of the firebox and replace with new piece.
9. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

⚠ CAUTION: Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

FLAME PANEL REPLACEMENT

Tools Required: Philips head screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

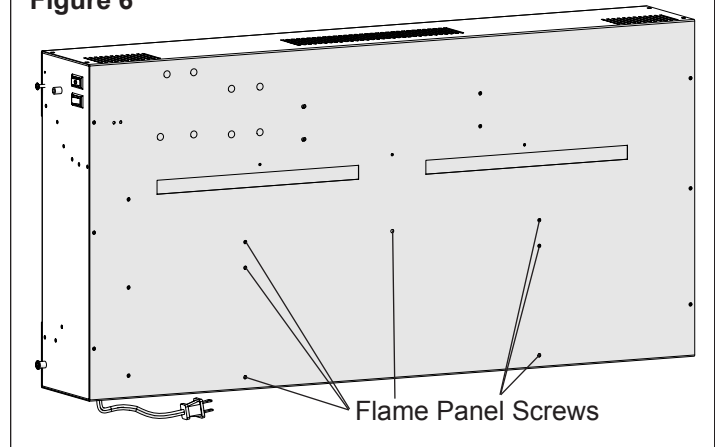
⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the glass media from the front tray.
3. Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

5. On the right end, with the switches, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Lay unit on its back and remove the remaining nine (9) screws from the end panel.

Figure 6



7. Remove the end panel being careful not to add any strain to the wires connecting to the switches.
8. Gently guide the partially reflective glass out the open side of the firebox.
9. Turn the firebox upright and remove the seven (7) screws that secure the flame panel to the back panel. (Figure 6)
10. Move the standoffs from the old panel to the new panel.
11. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

⚠ CAUTION: Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

POWER CORD REPLACEMENT

Tools Required: Philips head screwdriver
Needle-nose pliers
Flat Head Screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the glass media from the front tray.
3. Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

5. On the right end, with the switches, remove the seven

(7) screws around the outside of the end panel. (Figure 5)

6. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
7. Remove the end panel being careful not to add any strain to the wires connecting to the switches.
8. Follow the wiring from the power cord up to the switches and remote control receiver board, removing any tie wraps and remove the connections, taking note of the original locations.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the switch to release the wires.

9. With needle nosed pliers, squeeze and push the grommet securing the power cord out of the casing.
10. Insert the new power cord and grommet, reattaching the wire with new tie wraps.
11. Reconnect the wires according to their original configuration.
12. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

⚠ CAUTION: Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

HEATER ASSEMBLY REPLACEMENT

Tools Required: Philips head screwdriver
Flat Head Screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

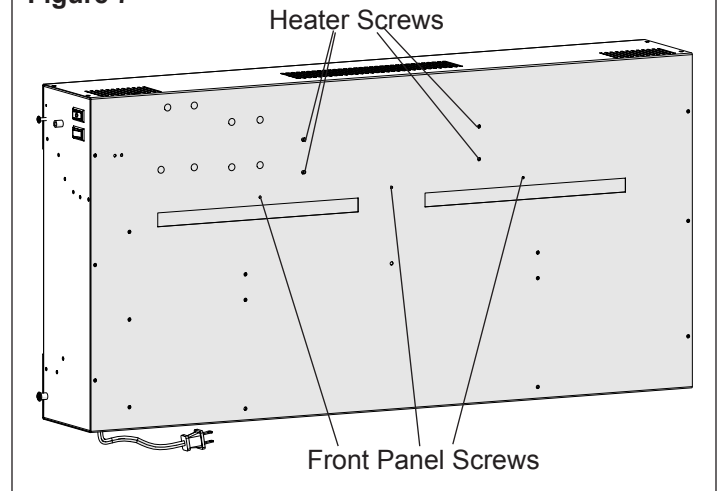
⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the glass media from the front tray.
3. Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

5. On the right end, with the switches, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Remove the three (3) front panel screws along the center of the back of the unit. (Figure 7)

Figure 7



7. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
8. Remove the end panel being careful not to add any strain to the wires connecting to the switches.
9. Gently guide the partially reflective glass out the open side of the firebox.
10. On the other end of the firebox, opposite to the switches, remove the six (6) screws across the end at the top.
11. Remove the three (3) screws along the top front panel and remove the panel.
12. Locate the heater assembly and remove the two (2) heater assembly brackets from the back panel. (Figure 7)

! NOTE: There are a couple of small washers installed on the top two screws, these will need to be replaced when the new heater is installed.

13. Carefully remove the heater assembly out of the fireplace leaving the wires still connected.
14. Remove the two (2) mounting brackets from the original heater assembly, and re-attach them to the new heater assembly.
15. Carefully transfer the wire connections from the original heater assembly onto the new heater assembly.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the heater assembly to release the wires.

16. Re-attach the mounting brackets to the back panel.
17. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

⚠ CAUTION: Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

! NOTE: Ensure that the small washers are reinstalled on the top two screws.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

CIRCUIT BOARD REPLACEMENT REMOTE CONTROL RECEIVER *or* LED DRIVER BOARD

Tools Required: Philips head screwdriver
Flat Head Screwdriver

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the glass media from the front tray.
3. Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

5. On the right end, with the switches, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Remove the three (3) front panel screws along the center of the back of the unit. (Figure 7)
7. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
8. Remove the end panel being careful not to add any strain to the wires connecting to the switches.
9. Gently guide the partially reflective glass out the open side of the firebox.
10. On the other end of the firebox, opposite to the switches, remove the six (6) screws across the end at the top.
11. Remove the three (3) screws along the top front panel and remove the panel.
12. There are two (2) circuit boards to the right of the heater assembly, mounted on the back panel of the fireplace: the LED Driver Board is the medium sized board located closest to the heater; and the Remote Control Receiver is the large board located closest to the switches on the right.
13. Transfer the wire connectors from the terminals on the original board to the same location on the replacement board.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the switch to release the wires.

14. The boards are secured to the unit with plastic stand-offs, these can be removed by using either: needle-nose pliers and squeezing the tabs on each of the standoffs; or using wire cutters and cutting the stand-

offs from: above – flush to the board; or below the board – flush to the back panel. Pull the board off of the tabs, and remove the board from its location, noting its original orientation.

15. If the tabs were cut off, raise the top of the fireplace off your work surface and using needle nose pliers push the remainder of the original mounting tabs out of the back panel and push the new mounting tabs (supplied with the new board), into the same location from behind the panel.
16. Gently push the new board onto these mounting tabs according to the orientation of the original board.
17. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

⚠ CAUTION: Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

FLICKER ROD REPLACEMENT

Tools Required: Philips head screwdriver
Needle-nose pliers

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the glass media from the front tray.
3. Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

5. On the right end, with the switches, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Remove the three (3) front panel screws along the center of the back of the unit. (Figure 7)
7. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
8. Remove the end panel being careful not to add any strain to the wires connecting to the switches.
9. Gently guide the partially reflective glass out the open side of the firebox.
10. Remove both sets of the three (3) end panel screws and the five (5) front screws that hold the Media Tray in

Figure 8

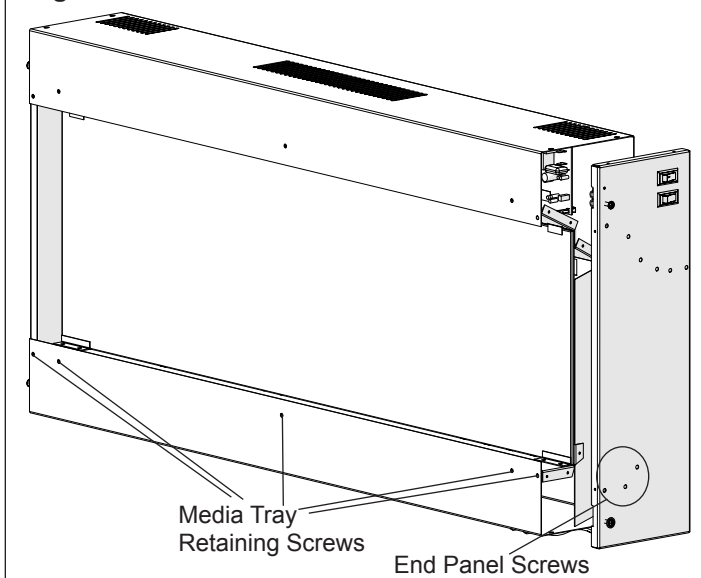
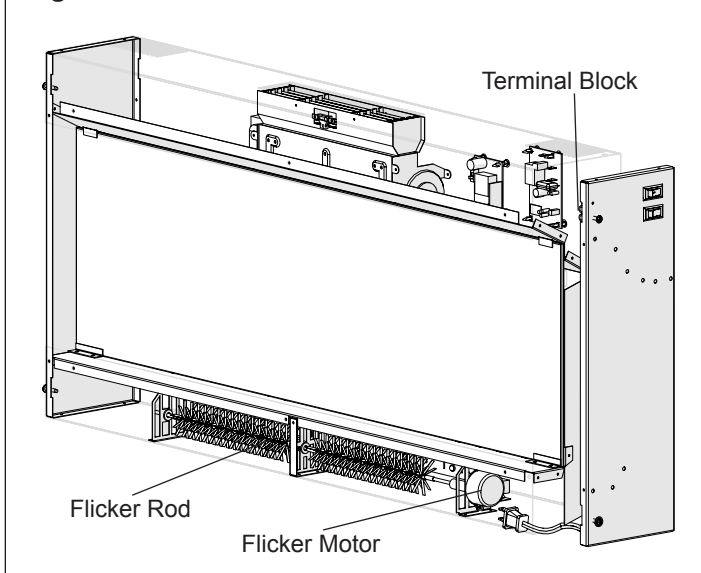


Figure 9



place. (Figure 8)

11. Inside the lower cavity, locate the Flicker Motor and the Flicker Rod. The Flicker Rod can be removed by removing the brackets, the two that are attached together in the middle and the one at the end opposite the flicker motor. (Figure 9 & 10)
12. Once the screws that attach the brackets to the firebox have been removed, carefully pull and twist the rubber gasket and reflector rod off of the motor shaft, taking care not to bend the rod. If the rod gets bent, it may cause a rubbing noise once the fireplace is re-assembled.
13. At this point the whole assembly with the brackets can be removed from the unit. The end bracket can be removed from the end of the Flicker Rod and the screws holding the center bracket can be removed as well.
14. Replace the old Flicker Rod with the new one and reassemble in the reverse order.

! NOTE: Ensure that the flicker rod is not bent and the bushing in the center of the flicker rod is completely set in the support bracket. The bushing must be properly aligned for it to go all the way down into the bracket.

15. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

! CAUTION: Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

FLICKER MOTOR REPLACEMENT

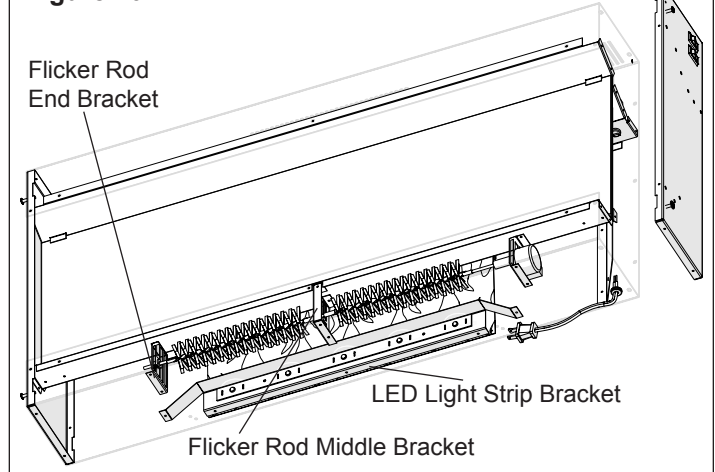
Tools Required: Philips head screwdriver
Flat head screwdriver
Needle-nose pliers

! WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

! WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the glass media from the front tray.
3. Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.
! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.
5. On the right end, with the switches, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Remove the three (3) front panel screws along the

Figure 10



center of the back of the unit. (Figure 7)

7. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
 8. Remove the end panel being careful not to add any strain to the wires connecting to the switches.
 9. Gently guide the partially reflective glass out the open side of the firebox.
 10. Remove both sets of the three (3) end panel screws and the five (5) front screws that hold the Media Tray in place. (Figure 8)
 11. Inside the lower cavity, locate the Flicker Motor. Remove the two (2) screws which secure the flicker motor to the mounting bracket and remove the motor. (Figure 9)
 12. Carefully pull and twist the rubber gasket and reflector rod off of the motor shaft, taking care not to bend the rod. If the rod gets bent, it may cause a rubbing noise once the fireplace is re-assembled.
 13. Locate the terminal block located on the back wall by the switches. (Figure 9) Remove the three (3) flicker motor wires from the terminal block by using a Philips screw driver to loosen the screw in each of the associated terminals. Note the original wire locations and orientation of the capacitor.
 14. Remove the original flicker motor and remove the rubber barrier that mounts between the motor and the bracket.
 15. Fit the rubber barrier onto the new flicker motor and mount the flicker motor onto the mounting bracket. Re-connect the rubber gasket and flicker rod to the flicker motor.
- ! NOTE:** Ensure that the flicker rod is not bent and the bushing in the center of the flicker rod is completely set in the support bracket. The bushing must be properly aligned for it to go all the way down into the bracket.
16. Feed the flicker motor wires through back up the side of the firebox, ensuring that any tie wraps that were removed get replaced.
 17. Reconnect the flicker motor wires and capacitor into the appropriate terminals in the terminal block, according to their original configuration.

! NOTE: It is helpful to use needle nose pliers to feed the wires and hold them in position with one hand while you secure the terminal screw into position with the other. Once the screw is tightened, give a gentle tug on the wires to ensure they are secure.

18. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

⚠ CAUTION: Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

LED LIGHT STRIP REPLACEMENT

Tools Required: Philips head screwdriver
Flat head screwdriver
Needle-nose pliers

⚠ WARNING: If the fireplace was operating prior to servicing, allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

⚠ WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. On either side of the firebox, remove the retaining screws and carefully remove the glass assembly from the rest of the assembly. (Figure 3)
2. Carefully remove the glass media from the front tray.
3. Remove the fireplace assembly from the wall by carefully lifting it upward, releasing it from the flanges of the wall-mounting bracket. (Figure 4).
4. Carefully set the unit upright on a flat working surface.

! NOTE: If necessary, lay a protective barrier between the unit and your work surface, (i.e. cloth, cardboard, thick plastic) to avoid scratching your work surface.

5. On the right end, with the switches, remove the seven (7) screws around the outside of the end panel. (Figure 5)
6. Remove the three (3) front panel screws along the center of the back of the unit. (Figure 7)
7. Lay unit on its back and remove the remaining nine (9) screws from the end panel.
8. Remove the end panel being careful not to add any strain to the wires connecting to the switches.
9. Gently guide the partially reflective glass out the open side of the firebox.
10. Remove both sets of three (3) end panel screws and the five (5) front screws that hold the Media Tray in place. (Figure 8)
11. Lay the unit on its back.
12. Remove the five (5) screws that hold the LED light bracket onto the bottom of the firebox. (Figure 10)
13. Remove the two (2) screws holding the LED light strip from the bracket, lay the new LED light strip back into the light bracket and secure.
14. Trace the wires from the original LED light strip up to the LED driver board, replacing them with the new wires and any new tie wraps as required.
15. Remove and replace the wire connectors from the terminals on the LED driver board.

! NOTE: Use a flat head screwdriver to gently pry between the end of the connector and the switch to release the wires.

16. Remount the LED light strip bracket onto the firebox.
17. Re-assemble the remainder of the fireplace in reverse order from the instructions above.

⚠ CAUTION: Ensure that the remote control wire antenna is placed so that it is not caught between any of the screws or sheets of metal.

! NOTE: Be sure that the flanges on the end panel are positioned on the interior of the outside panel of the fireplace.

TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	Replace Remote Control. Initialize to Remote Control Receiver.
	Radio frequency disturbance from outside sources.	Replace Remote Control and Remote Control Receiver where necessary. Initialize Remote Control and Receiver
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control.
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on in Manual Mode	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check Fuse/Breaker Panel
	Defective On/Off Switch	Replace On/Off Switch
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize with Remote Control.
Fireplace does not turn on in Remote Mode	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	Loose wiring	Check wiring connections
	Remote Control not working	Install new battery into the Remote Control. Reinitialize remote control where necessary
		Replace Remote Control Receiver where necessary. Initialize Remote Control Receiver to Remote Control.
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control
Flame Frozen	Loose wiring	Check wiring connections
	Defective flicker motor	Replace flicker motor
Flame not bright or flame not visible	Loose wiring	Check wiring connections
	Defective LED light strip	Replace LED light strip
Log set dim, not glowing	Defective LED Log Driver Board	Replace LED Log Driver Board
Flame Shudder	Defective flicker motor	Replace flicker motor

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning Off	Improper operation	Refer to Operation Section
	Defective Heater On/Off Switch	Defective Heater On/Off Switch
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize to Remote Control.
Heater is not turning On	Improper operation	Refer to Operation Section
	Loose wiring	Check wiring connections
	Defective heater assembly	Replace heater assembly
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective heater assembly	Replace heater assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Noise		
Excessive noise with the heater on	Dirty heater assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective heater assembly	Replace heater assembly
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective flicker motor	Replace flicker motor